



Client Success Manager – Ontario – 1 year contract – start immediately

Healthcare Together Ltd. is focused on delivering value added services which leverage industry leading digital health platforms ([Ocean by CognisantMD](#) and [Medrave](#)) that are real-time, patient-focused and electronic medical record (EMR) integrated. Our services and these patient engagement and dashboard analytic platforms contribute to optimal patient outcomes, administrative efficiencies and improved data management.

If you are interested in optimizing patient care and outcomes, this is a unique opportunity to work with clients that are implementing these platforms, and a dynamic, growing digital health reseller company.

Client Success Manager

- This is a critical, customer facing role where you will build and maintain strong relations with clinical sites that are implementing these two platforms. You will be accountable for successful platform adoption and utilization, and continuously providing value to the clients.

Job Responsibilities

- Provide turnkey support for the adoption and utilization of the Ocean platform by CognisantMD
- Provide on-going engagement support for the Medrave BI platform to optimize utilization
- Liaise with external and internal stakeholders to map client's clinical and administrative requirements in order to optimize the usability of these platforms
- Work with clients to ensure expectations are met and value delivered
- Communicate advanced customized client needs to internal stakeholders
- Travel approximately 40% of your time to client sites around Ontario
- Perform special projects as new platforms get adopted

The Ideal Qualifications and Skills

- 3 years of experience in the healthcare sector (working with healthcare clients and stakeholders)
- Experience with healthcare quality improvement initiatives
- Experience with SaaS sales (ideally Ocean by CognisantMD)
- Experience with Electronic Medical Records (ie. Telus PSS, Accuro, Oscar)
- Exceptional Account Management experience with ability to handle customer issues
- Exceptional ability to articulate value proposition of SaaS platforms
- Experience with change management and adoption methodologies
- Quick thinker to handle on-site, technology based demonstrations
- Ability to use Microsoft Office (Word, Excel, PowerPoint)
- Ability to use excel data (and pivot tables) to develop and provide reports, graphs and summaries
- Ability to multi-task by managing multiple sites and projects at the same time
- Must have great organizational and time management skills
- Excellent facilitation, presentation and collaboration skills
- Entrepreneurial thinker with a strong desire to learn

If you are interested in this position, please email your resume to info@healthcaretogether.ca with the subject line: "Application HCTL Client Success Manager"